



Work Instruction (WI)

DIRECTIVE NO. 270-WI-6400.10.A
EFFECTIVE DATE: 02/01/2016
EXPIRATION DATE: 02/01/2021

APPROVED BY Signature: Original Signed By
NAME: Naomi Manadier
TITLE: Acting Chief, Information and Logistics
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COMPLIANCE IS MANDATORY

Responsible Office: 270/Information and Logistics Management Division

Title: Office and Lab Moves

PREFACE

P.1 PURPOSE

The purpose of this document is to outline the procedures for the movement and relocation of office and laboratory furniture, fixtures and equipment. These procedures ensure that the Goddard Logistics and Information Services Contract (GLTIC) Move Coordinator and the Commercial Move Contractor provide the quality service requested by the GSFC community (Greenbelt, Wallops, and other locations within the greater Baltimore-Washington area) in a safe, timely, responsive and cost effective manner. All services will be completed in compliance with all applicable local, state, NASA and federal regulations.

P.2 APPLICABILITY

This work instruction applies to the office and laboratory relocations managed by the Code 270 Information and Logistics Management Division.

P.3 REFERENCES

- a. 270-Form-0050, Move Planning
- b. 270-Form-0136, Office/Lab Moves Overtime Authorization
- c. eMOD: <https://emod.wff.nasa.gov/emod/>
- d. GPR 4520.2, Receiving, Inspection and Test
- e. GPR 5340.2, Documentation and Control of Process Nonconformances and Customer Complaints
- f. GPR 5340.4, Problem Reporting and Problem Failure Reporting
- g. GSFC Form 20-35, Move List
- h. Standard Form 361, (Transportation Discrepancy Report)

P.4 CANCELLATION

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270-WI-6400.1.10, Office and Lab Moves

P.5 TOOLS, EQUIPMENT, AND MATERIALS

Tools, equipment and materials consist of normal administrative office equipment and supplies. Moving equipment will be supplied by the Move Contractor.

P.6 SAFETY PRECAUTIONS AND WARNINGS

None. This is primarily an administrative task. When observing the Move Contractors' workers in the field, the Move Coordinator will take care to stand clear of material handling operations and under no circumstances assist with the work. No hazardous materials will be handled by the Move Coordinator or the Move Contractor.

P.7 TRAINING

On the job training for use of the eMOD system and the Work Information Tracking System (WITS) move tracking and billing software. Also, Hazardous Waste Management Training which is through the SATERN learning database system and instructor led.

P.8 RECORDS

Record Title	Record Custodian	Retention
GSFC Form 20-35 Move List	Transportation Branch Manager	* <u>NRRS 6/2C</u> - Destroy 6 years after the period of the account.
270-Form-0136, Office/Lab Moves Overtime Authorization	Transportation Branch Manager	* <u>NRRS 6/2C</u> - Destroy 6 years after the period of the account.
Move Contractor Invoice	Transportation Branch Manager	* <u>NRRS 6/2C</u> - Destroy 6 years after the period of the account.
Standard Form 361 (Transportation Discrepancy Report)	Transportation Branch Manager	* <u>NRRS 6/2C</u> - Destroy 6 years after the period of the account.
Office Moves Customer Service Survey Database (WITS)	Transportation Branch Manager	Database – retain indefinitely

* *NRRS 1441.1 – NASA Records Retention Schedule*

P.9 MEASUREMENT/VERIFICATION

- a. Customer Satisfaction Survey Results: After each move event, the Move Billing Coordinator will send a post-move survey by e-mail. The Move Billing Coordinator will record the results in a database that

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is accessible on the Code 270 shared drives and will contact any customer who responds to any element of the survey with a result of 3.0 or lower.

- b. **Move Scheduling:** Using data from the Office Moves Customer Service Survey Database, the percentage of moves scheduled within five (5) working days of customer request/GSFC Form 20-35 will be computed monthly. The target quality level is $\geq 95\%$.
- c. **Move Completion:** Using data from the WITS move coordination and billing database, the percentage of moves completed within \pm two (2) working days of scheduled date will be computed monthly. The target quality level is $\geq 95\%$.

Instructions

1.0 Overview and Policy

The Goddard Logistics and Technical Information contractor will coordinate office and laboratory moves using competitively awarded commercial moving services. The Move Coordinator and Move Billing Coordinator will make every effort to schedule moves on the customer's requested move date while balancing responsiveness to all customer requirements, efficiency and economy while providing seamless, integrated and customer-friendly service. Insofar as possible, move services will be scheduled during the hours of 8:30AM to 5:00PM, with overtime authorized and funded only with the expressed written approval of the customer. The Move Coordinator is empowered to stop operations in the event of a clear and present personnel safety hazard or risk to Goddard property and is responsible for immediately reporting accidents and potential claims to the Code 279 Transportation Manager. The Move Coordinator will serve as the customer's primary Point of Contact (POC) for all move scheduling and performance matters and the Move Billing Coordinator will ensure accurate and timely billing.

It is Code 270's policy to schedule moves on the customer's desired move date, even for emergent/short notice moves. However, complexity and priority factors described below may result in alternative scheduled move dates.

- a. **Move Type:** For the purposes of this Work Instruction, a distinction is made between "Regular" and "Special" moves. A Regular move is one that can be completed on a single day, within normal working hours, using standard hand-operated equipment. A typical example of a "Regular" move is an office move involving 20 or fewer work stations. A Special move is a complex operation that may extend beyond a single day, may require overtime authorization or specialized equipment (i.e. rigging). Examples of "Special" moves include complex, multi-building "backfill", new building occupancy moves, lab moves involving sensitive or oversize equipment or any move that extends beyond a single working day. The process for receiving, evaluating and scheduling is the same for both Regular and Special moves, but Special moves may be assigned to an exclusive coordinator to act as the customer interface and planner for multiple functional tasks.
- b. **Move Priority:** Individual moves will be assigned a priority of "Routine" or "Urgent." A "Routine" move is one that may be scheduled up to two days on either side of the customer's Requested Move Date without operational impact to the Center's mission. Every effort will be made to complete

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Routine moves on customer's Requested Move Date, but may be adjusted \pm two (2) days in order to achieve an efficient move schedule. An "Urgent" move is one that must be completed on the customer's Requested Move Date in order to avoid impacting the Center's operational mission. Urgent moves will be completed on the Requested Move Date with the understanding that other moves may be impacted or overtime may be required.

2.0 Responsibilities

2.1 GLTIC Support Contractor Transportation Branch Manager will:

- a. Manage and provide adequate resources for the Move Coordinator. This includes approval of Move Coordinator overtime and coordination of other Goddard Logistics and Technical Information Contract support as required;
- b. Manage and evaluate contracting support for the Move Contractor based on inputs from the Move Coordinator, customer feedback and direct communications with the Move Contractor management counterpart; and
- c. Provide technical input to the TRAX Purchasing Manager for formal Move Contractor evaluation and modification or renewal of the Move Contractor support contract.

2.2 GLTIC Support Contractor Move Coordinator will:

- a. Act as the GSFC customer primary point of contact for move services for move scope, scheduling, cost and technical performance;
- b. Receive and clarify GSFC customer move requests, GSFC Form 20-35, and forward those requests to the Move Contractor;
- c. Conduct field evaluations of Move Contractor performance and determine whether or not a job is complete and authorized for payment;
- d. Update the GSFC Form 20-35 with changes, clarification, summary of charges and other supporting documentation for work completed; and
- e. Act as the primary point of contact for the customer and Move Contractor for the resolution of damage or loss claims.

2.3 Move Contractor will:

- a. Receive GSFC Form 20-35 Move Lists and respond with estimated labor and equipment cost and proposed daily Master Move Schedule;
- b. Schedule moves during normal working hours (8:30AM – 5:00PM) except when overtime is authorized in advance;
- c. For overtime work, report job completion to the Transportation Manager from an on-Center phone;
- d. Staff, execute and supervise move operations and ensuring that any customer guidance received during operations is directed to the Move Coordinator;

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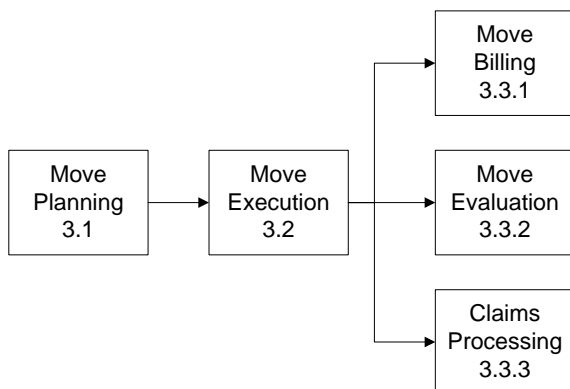
- e. Report completed work to Move Coordinator no later than 8:30AM the following day. Provide full billing details within two workdays of work completion;
- f. Report jobs not completed, potential claims or other operational problems as soon as possible; and
- g. Submit a final invoice based on the WITS Billing File received from the Move Billing Coordinator.

2.4 GLTIC Support Contractor Move Billing Coordinator will:

- a. Establish a move record in WITS based on the move schedule;
- b. Record the move request data, the Move Contractor's daily completed work data, and the billing information in WITS tracking and billing software;
- c. Verify the accuracy of the information recorded in WITS;
- d. Forward the WITS Billing File to the Move Contractor for use in preparing a final invoice;
- e. Act as the primary point of contact for resolving billing disputes with the Move Contractor; and
- f. Follow up with customers who assign a score of 3.0 or less to any aspect of the move evaluation survey.

3.0 Move Process

The end-to-end move process consists of activities beginning with customer initiation of the GSFC Form 20-35 Move List and ending with the transmission of a verified invoice to the GLTIC support contractor's accounting office for payment. This Work Instruction is arranged to follow the overall move process' five major sub processes: Planning, Execution, Billing, Evaluation and Claims Processing.



An overall process flow chart is provided in [Flow Diagram 1](#)

3.1 Move Planning Process

Move planning sub process consists of activities beginning with customer initiation of the GSFC Form 20-35 Move List and ending with the customer's acknowledges the schedule for move services. A detailed process flow for the move planning process is provided in [Flow Diagram 2](#).

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3.1.1 Move Planning Operations

- a. The customer initiates the move planning process by submitting a GSFC Form 20-35 with valid funding information to the Move Coordinator by e-mail, fax or drop-off , or through the Electronic Management Operations Directorate (eMOD system) @ [Code 200 Customer Service Office](#) .
- b. For moves involving more than relocation of furniture or equipment, the Move Coordinator will provide the customer with a copy of 270-Form-0050 Move Planning to assist with other move details such as phones, computers, etc.
- c. The Move Coordinator reviews the GSFC Form 20-35, identifies any individual pieces with value of more than \$5,000 and forwards the form to the Move Contractor.
- d. The Move Contractor may (a) elect to physically inspect the job and (b) subcontract a portion of the job due to a lack of specific in-house technical expertise.
- e. The Move Contractor provides the Move Coordinator with a labor/equipment/time quote for the move (if requested), schedules resources, puts the move on their Move Master Schedule and forwards the Daily and Long Range Schedules to the Move Coordinator, Move Billing Coordinator and GLTIC support contract Transportation Branch Manager.
- f. The Move Coordinator informs the customer of the details of the scheduled move and negotiates any last minute changes.
- g. The Move Billing Coordinator records the move data in WITS.

3.1.2 Move Planning Quality Control

Move Coordinator and Move Contractor jointly review the proposed GSFC Form 20-35 Move List and confirm that:

- a. Move operations will be conducted during normal working hours - 8:30AM to 5:00PM.
- b. The Move Contractor is prepared to supplement the standard moving crew if required to complete the work during normal working hours.
- c. If overtime work is proposed, the customer provides written authorization by e-mail or endorsement of the 270-Form-0136 Overtime Authorization.
- d. The Move Coordinator confirms that the customer is prepared to support the move on the dates and times contained on the GSFC Form 20-35 Move List.

3.2 Move Execution Process

Move execution sub process consists of activities beginning with Move Coordinator's notification that Move Contractor's Master Move Schedule and quote for services has been accepted and ending with the Move Contractor's final update of the GSFC Form 20-35 with actual labor/equipment/time cost data to the Move Coordinator. A detailed process flow for the move planning process is provided in [Flow Diagram 3](#).

3.2.1 Move Execution Operations

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- a. The Move Coordinator informs the Move Contractor that the proposed Master Move Schedule for services has been accepted.
- b. Move Contractor deploys moving teams and equipment in accordance with the Move Master Schedule.
- c. At the completion of each individual move, the Move Contractor ensures that either the customer or the Move Coordinator endorse the GSFC Form 20-35 with the job completion time and any other important details.
- d. If the job cannot be completed within normal working hours, the Move Coordinator or the Move Contractor's Project Manager will obtain the customer's approval to either (a) continue working on an overtime basis, 270-Form-0136, and call the GLTIC support contractor Transportation Branch Manager or (b) reschedule the move to continue at a mutually acceptable time during normal working hours.
- e. For jobs completed after normal working hours (overtime situation), the Move Contractor's Project Manager will call the GLTIC support contractor Transportation Branch Manager from an on-Center phone to report job completion and that the customer annotates the GSFC Form 20-35 with the job completion time.
- f. The Move Contractor will submit hard copy of the completed GSFC Form 20-35 to the Move Coordinator for each individual move within two days of job completion.

3.2.2 Move Execution Quality Control

- a. At the start of moving operations, the Move Coordinator and Move Contractor jointly confirm that the customer and site are prepared to support move operations.
- b. At the start of moving operations, the Move Coordinator informs the Move Contractor of any last minute changes to move scope, schedule or overtime authorization, 270-Form-0136, and both acknowledge these changes on the GSFC Form 20-35 Move List.
- c. During the course of the move, the Move Coordinator physically visits the move site and checks with both the customer and Move Contractor to ensure that the move is proceeding satisfactorily and according to plan.

3.3 Move Billing, Evaluation and Claims Processes

The Move Billing, Evaluation and Claims processes begin with the Move Coordinator's receipt of the Move Contractor's completed work on a GSFC Form 20-35 Move List and end with completion of the Billing, Evaluation and Claims processes. A detailed process flow for the move billing, evaluation and planning processes is provided in [Flow Diagram 4](#).

3.3.1 Move Billing Process

3.3.1.1 Move Billing Operations

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The Move Billing sub-process consists of activities beginning with the Move Coordinator's receipt of the Move Contractor's completed work on GSFC Form 20-35 Move List that has been annotated with actual cost data and ending with the submission of a verified invoice and supporting documentation to the GLTIC support contractor's Accounting Office for payment.

- a. Move Billing Coordinator
 - 1) Receives from the Move Coordinator completed/annotated GSFC Form 20-35 Move List with job completion data.
 - 2) Enters Move Contractor Project Managers billable hours in WITS.
 - 3) Enters Updates in WITS move file with charges.
 - 4) Electronically transmits WITS Billing File to Move Contractor.
- b. Move Contractor
 - 5) Uses WITS data to create invoice
 - 6) Electronically transmits invoice to Move Billing Coordinator
- c. Move Billing Coordinator
 - 7) Checks Move Contractor invoice against WITS data
 - 8) Prints hard copy invoice and forwards to GLTIC support contractor Accounting Office for payment

3.3.1.2 Move Billing Quality Control

- a. The Move Billing Coordinator verifies final charges submitted on the Move Contractor invoice vs. the work recorded in WITS.
- b. Traffic Operations Lead validates Move Contractor invoice data vs. the data in WITS.
- c. Using data from the WITS move coordination and billing database, the percentage of moves completed as scheduled will be computed monthly. The target quality level is $\geq 95\%$.

3.3.2 Move Evaluation Process

3.3.2.1 Move Evaluation Operations

Move Evaluation sub-process consists of activities beginning with the Move Coordinator's receipt of the Move Contractor's completed work (on a GSFC Form 20-35 Move List, that has been annotated with cost data), and ending with follow-up based on customer feedback.

- Move Billing Coordinator sends e-mail customer survey within three (3) working days following each move.
- Enters quantitative and qualitative customer feedback in the customer service database.
- Personally contacts any customers who register a score of 3.0 or less on a five (5) point scale on any element of the evaluation to establish the root cause of any customer dissatisfaction with their move experience.

3.3.2.2 Move Evaluation Quality Control

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Move Billing Coordinator provides aggregated quantitative customer service feedback, qualitative customer comments and recommended process improvements for inclusion in the monthly Log Staff Meeting.

3.3.3 Move Claims Processing

The claims sub-process consists of activities beginning with customer or Move Contractor notification to the Move Coordinator that damage has occurred and ending with Move Contractor's repair or replacement of damaged property. The Move Coordinator will coordinate all actions to resolve claims in the best interest of the Government.

3.3.3.1 Claims Processing Operations

The moving organization's move coordinator will identify lost or damaged items on the Office Moves Performance Evaluation Report or by memo and provide this information to the Transportation Branch Code 279 Move Coordinator within five work days after the move. When received, the Code 279 Transportation Move Coordinator will:

- a. Notate on the GSFC Form 20-35 (Move List) any items that have an individual value \$5,000.00 or more. This will assist in the identification of items with high liability. Check-off the Acknowledge block regarding the claims reporting procedure timeline of five (5) days;
- b. Contact the Code move coordinator or the customer to determine value of lost or damaged items. The Code 279 Move Coordinator will provide written loss and damage costs within five workdays. The Move Contractor will be given the opportunity to conduct a joint inspection of the damages. When damaged property can be economically repaired, the Move Contractor is entitled to make repairs. If the Move Contractor waives this entitlement, the Code 279 Transportation Move Coordinator will coordinate repairs and submit a claim against the Move Contractor for the costs. The Code Move Coordinator along with the property manager will be responsible for final acceptance of all repairs;
- c. If the damage is to a Goddard facility, there are two options that the Move Coordinator may pursue;
 - 1) Send GSFC Form 16-48, Facilities Work Request, to the Facilities Management Division requesting estimate for repairs. Depending on the nature of the damage, FMD may or may not undertake the work.
 - 2) Arrange for the Move Contractor to make the repair under the direction of an FMD representative.
- d. Provide a cover letter of notification through the Code 274 Logistics and Transportation Manager to the Move Contractor accompanied by a Standard Form 361 (Transportation Discrepancy Report) listing all loss, damage, or repair costs;
- e. Establish a suspense file for each claim actions to ensure that coordination, follow-up, and timely disposal are achieved;
- f. Advise ILMD Logistics and Transportation Branch Manager after two suspense actions go unanswered in any phase or of problems encountered during the claims process and recommend appropriate solutions;

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- g. If it is determined as a result of investigation or evidence submitted by the Move Contractor that loss or damage to Government property is not the responsibility of the Move Contractor, the Move Coordinator, with the approval of ILMD Logistics and Transportation Branch Manager, will take necessary steps to clear the Move Contractor of liability and to withdraw or amend any claim which may have been filed for recovery of losses; and
- h. If it is determined as a result of investigation or evidence submitted by the Move Contractor that loss or damage to Government property is the responsibility of the Move Contractor, the Move Coordinator will work with the Move Contractor, and the GLTIC contract procurement group if necessary, to facilitate resolution of the claim. For those items damaged beyond repair or lost, the Move Contractor will be responsible for full replacement cost. The Move Contractor will be given 30 calendar days from the date of the letter to resolve the claim. If an extension is necessary, the Move Contractor shall provide a written status of the claim and the reason for the delay. This extension will be limited to an additional 30 days and approved by the ILMD Logistics and Transportation Branch Manager.

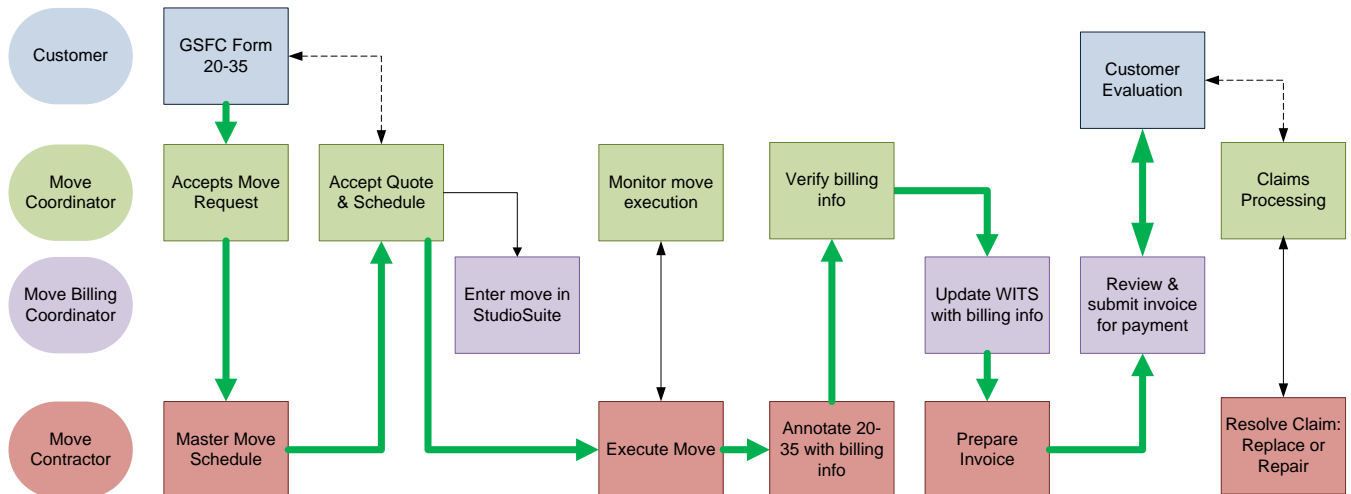
3.3.3.2 Claims Processing Quality Control

- a. If no written loss/damage costs are received from Customer's Move Coordinator within five workdays, the Move Coordinator will follow-up every five (5) days until costs are received.
- b. If no written response is received from the Facilities Management Division, within 10 workdays, the Move Coordinator will follow-up every five (5) days until estimates are received.
- c. If the Move Contractor does not respond to claims settlement within 30 days, the Move Coordinator will follow-up every five days until claim is settled.
- d. The Move Coordinator will advise the GLTIC support contractor's Transportation Manager and the ILMD Logistics and Transportation Branch Manager after two suspense actions go unanswered in any phase or of problems encountered during the claims process and recommend appropriate solutions.

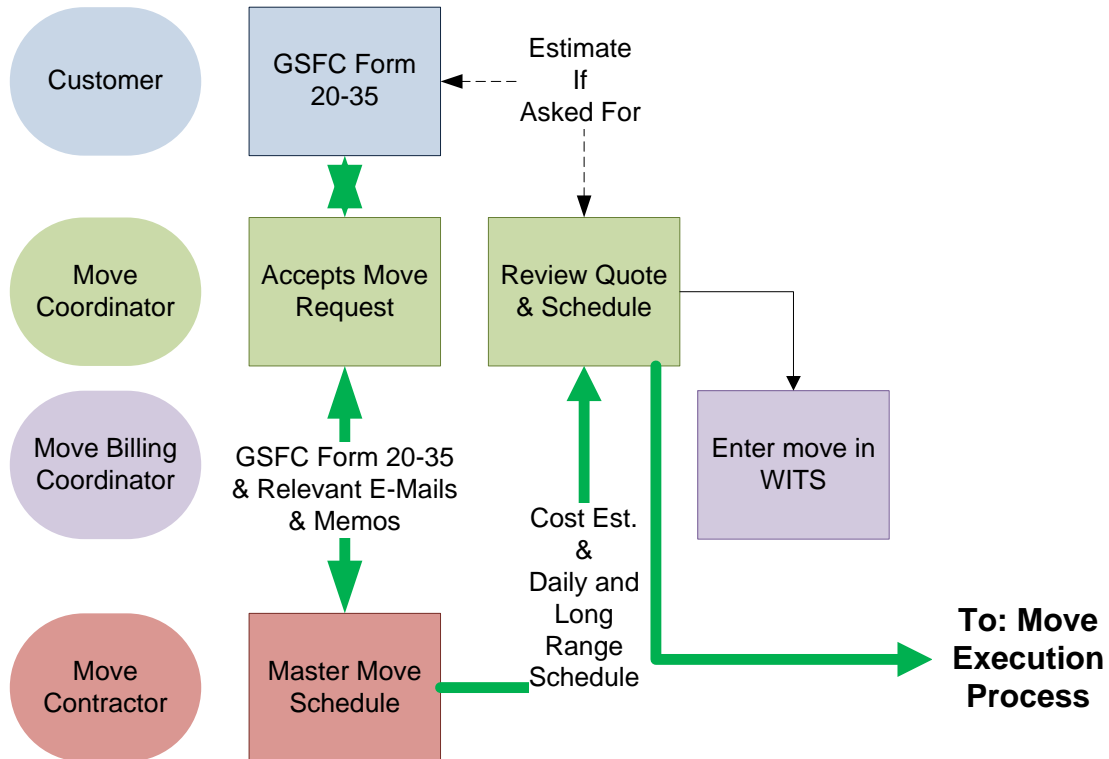
4.0 Non-Conformance Reporting

When products or services within the [scope of the MS](#) are found to not meet specifications, nonconformance reporting shall be done in accordance with GPR 5340.2, *Documentation and Control of Process Nonconformances and Customer Complaints* and GPR 5340.4, *Problem Reporting and Problem Failure Reporting* as appropriate.

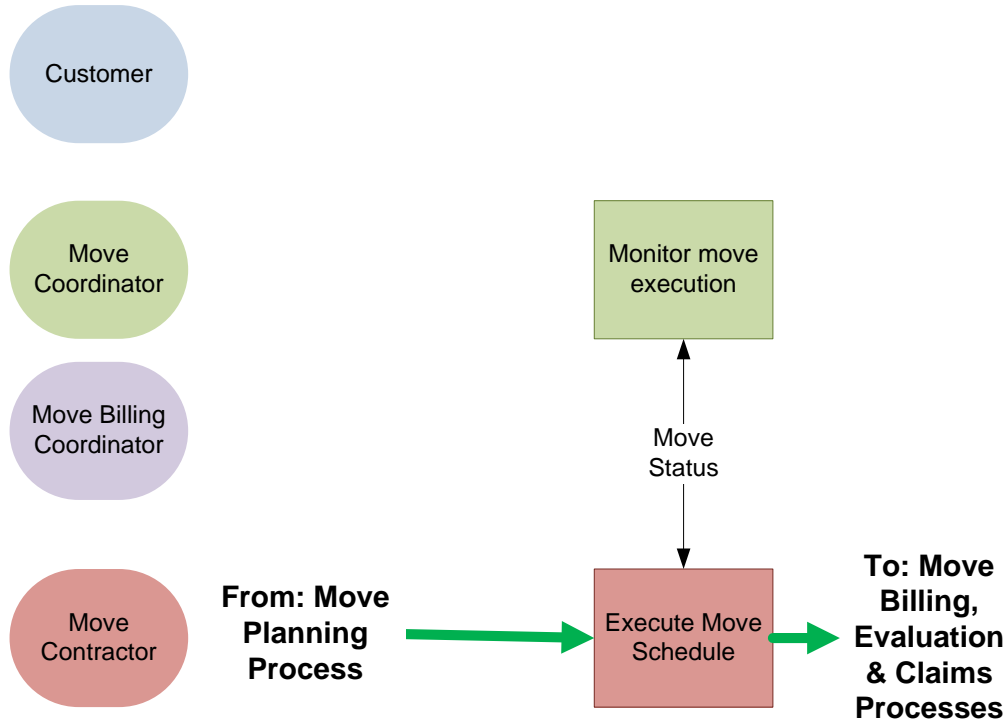
Flow Diagram 1 – Overall Move Process



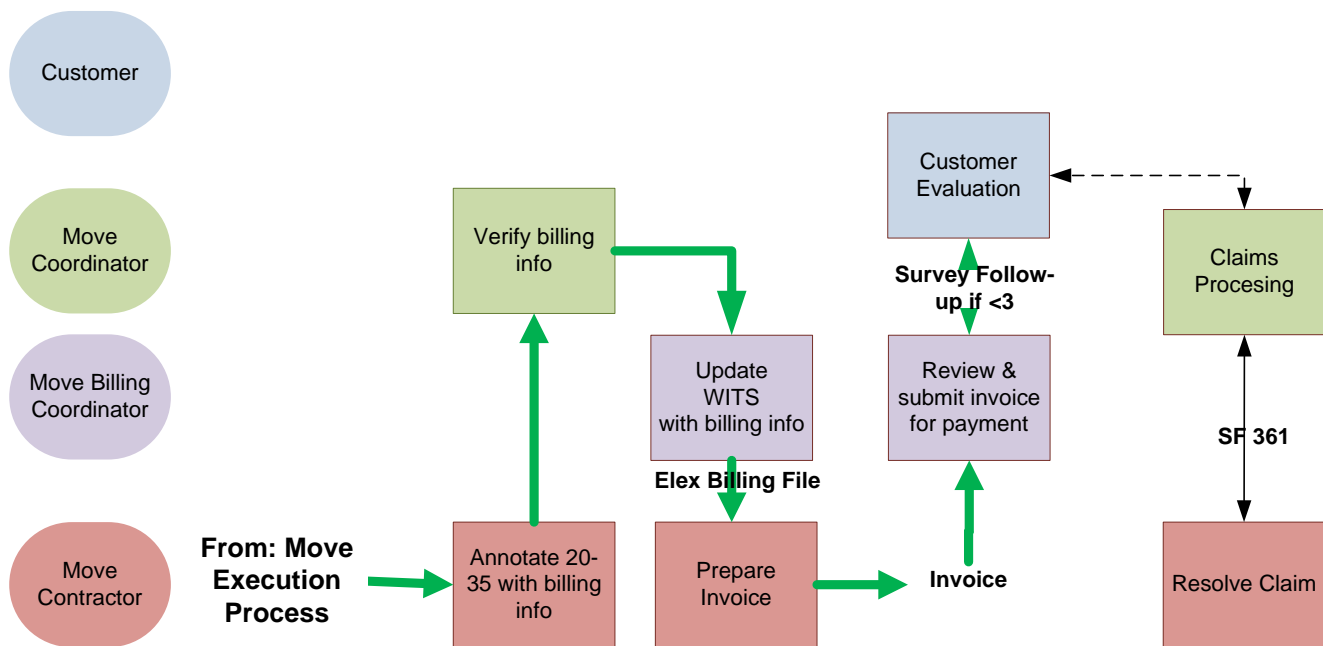
Flow Diagram 2 – Move Planning Process



Flow Diagram 3 – Move Execution Process



Flow Diagram 4 – Move Billing, Evaluation and Claims Process



Appendix A – Definitions

Term	Definition
Audit/NCR System	System used to schedule and document the results of internal audits, supplier quality system audits, and safety audits performed by the GSFC.
Code 200 Customer Service Office	Office provides front-line consultative service on a broad range of business and institutional services in the areas of facilities design, construction and maintenance, security, environmental and safety, and logistics. Additionally, provides end-to-end work order resolution and tracking; provides metrics and performance reporting; develops and implements process controls; and provides customer outreach to the Center.
Master Move List	Daily move/relocation schedule generated by Move Contractor listing date, move #, from/to location in chronological order.
Move Planning (270-Form-0050)	Tri-fold brochure which contains all related move/relocation services, requirements, and points of contact.
Move List (GSFC Form 20-35)	Form used by customer to initiate move/relocation process.
Office/Lab Moves Overtime Authorization (270-Form-0136)	Form used by customer for authorization of overtime services related to office/laboratory move or relocation.
Performance Reporting/Performance Failure Reporting Module	an archiving database tool that systematically records a summary of the problem, its cause, defect corrective action and other relevant data in order to track the status of the identified issue to closure as well as to determine if a pattern of similar occurrences can be noted within or across projects.
Regular Move	A type of move that can be completed on a single day, and within normal working hours, and with the use of standard hand operated material handling equipment. The planning process for this type of move may take up to 5 working days between customers submission of the move request, to the Move Coordinator's confirmation of the scheduled move date.
Routine Move	A priority classification for moves that do not impact the Center's operational mission and may be scheduled within \pm 2 working days of the customer's requested move date:
Special Move	A type of move that extends beyond a single day or normal working hours, or involves specialized material handling equipment, such as rigging, to accommodate oversize or over weight items.
Standard Form 361 (Transportation Discrepancy Report)	US Government Standard Form used by Move Coordinator to notify the Move Contractor of initiation of damage/loss claim action.
WITS	Database used for the generation of office move workload tracking data and billing of the Move Contractors' services.
Urgent Move	A type of move that must be completed on the customer's Requested Move Date in order to avoid impacting the Center's operational mission. Other moves may be impacted or overtime may be required.

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Appendix B – Acronyms

Acronym	Definition
CA	Corrective Action
GLTIC	Goddard Logistics and Technical Information Contract
GPR	Goddard Procedural Requirement
GSFC	Goddard Space Flight Center
ILMD	Information and Logistics Management Division
POC	Point of Contact
WITS	Work Information Tracking System

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	2/21/12	Initial Release
A	2/1/16	Changed all references to WITS from StudioSuite. Changed all contract reference to GLTIC from GLSC. Appendix B: added Acronyms GLTIC and WITS, removed GLSC. 3.3.1.2 c. Move Billing Quality Control: change quality control check interval from quarterly to monthly.

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